FSA's Enterprise Feedback System

Kevin Suyo, Federal Student Aid



Background

- Fulfills the Administration Mandate in the Student Aid Bill of Rights to "create a responsive student feedback system" (February 2015)
- The FSA Feedback System will
 - improve the customer experience for filing feedback.
 - simplify processes to respond to complaints.
 - improve analytical and reporting capabilities.



Who Can Submit?

- Federal Student Aid Customers
 - "An applicant, student, student aid recipient, parent/guardian, third-party representative, or endorser of a student's federal financial aid."
 - Third-party representatives include financial aid administrators, who may submit cases on behalf of students for simpler management.
 - The system is not intended to receive feedback from institutions about institutional issues or Departmental policies.
 - Please continue to follow existing procedures to provide this type of feedback



What Can Be Submitted?

- Complaints
 - A customer's dissatisfaction with the federal financial aid experience associated with a Title IV policy, process, service (e.g., system, event, quality of education), or entity where an explanation or resolution is expected.
- Allegations of Suspicious Activity
- Positive Feedback



Relationship to Other Contact Centers

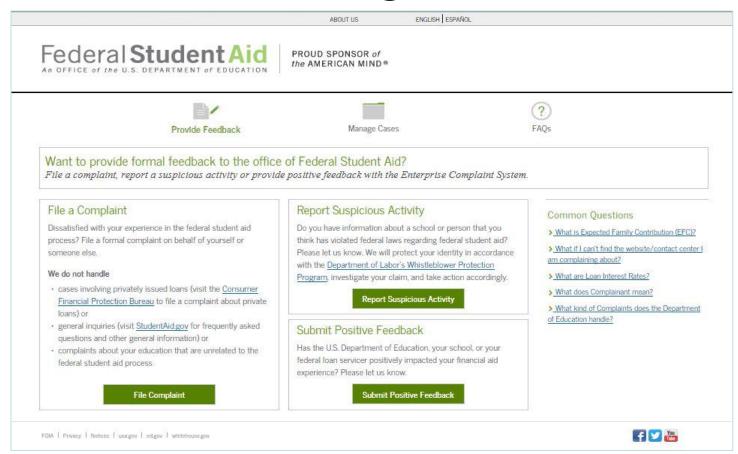
- Are you trying to answer a question?
 - Federal Student Aid Information Center (FSAIC: 1-800-4-FED-AID).
 - "I don't understand how to create an FSAID."
 - "I don't know whether I am a dependent or an independent student."
- Are you trying to complain about your Title IV experience?
 - FSA Feedback System.
 - "Your website is terrible."
 - "Your collection agency is harassing me."
- Are you resolving a dispute?
 - FSA Ombudsman.
 - "I don't agree with your TPD assessment."
 - "My servicer tells me I still owe money, but that's not true."



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Submitting a Case



feedback.studentaid.ed.gov



Submitting a Case

- The feedback system allows customers to submit cases for review and resolution
- Customer portal allows three types of user identification
 - Authenticated using an FSA ID (allows for chat support and online case management).
 - Unauthenticated-Identified (does not require an FSA ID, but allows for follow-up via phone).
 - Anonymous (does not require contact info, but no resolution is provided).
- Cases may be submitted via phone for all users



Submitting a Case

- Information Collected
 - Contact Details
 - Name and contact data
 - Third-party information (if applicable)
 - Military service information
 - Complaint Details
 - Complaint description (free-form text)
 - Desired resolution (free-form text)
 - Complaint categorization
 - Issue Type (e.g., "Laws or Rules Concerning Federal Student Aid")
 - Aid Lifecycle Phase (e.g., "Applying or Reapplying for Aid (FAFSA)")
 - Complaint Category/Subcategory (e.g., "Application or Eligibility / Dependency Status")



Managing a Case

- FSA ID-authenticated customers can use the online system to
 - view their cases via a sortable list.
 - track their case status.
 - update their cases.
 - Provide status updates via free-form text
 - Upload documents
 - rate their level of satisfaction with a completed case.
- Non-FSA ID customers can track case status and update cases via phone



Case Resolution

- Specific procedures used to resolve complaints have not been significantly changed as a result of the implementation of the feedback system
- Institutions may be asked to provide information about cases related to them
- The feedback system receives institutional data from the Postsecondary Education Participants System (PEPS)



Using Complaint Data

- FSA will use data collected within the feedback system to identify and improve operational issues and to inform policy development
- FSA will publish periodic reports about information received through the feedback system
 - The format of these reports has not been determined.



Questions

Kevin.Suyo@ed.gov

